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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial No.: 09/737,494

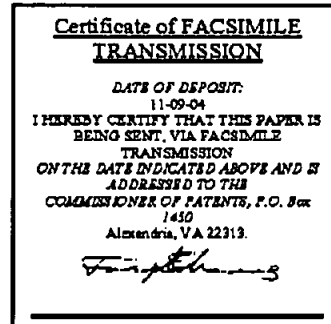
Filed: 12/15/2000

For: **APPARATUS AND SYSTEMS FOR  
MEASURING, MONITORING, TRACKING  
AND SIMULATING ENTERPRISE  
COMMUNICATIONS AND PROCESSES**

Art Unit: 2163

Examiner: Ingberg, Todd D.

Atty Dkt.: 78-00



Commissioner of Patents  
Alexandria, VA 22313

**AMENDMENT AND RESPONSE**

Sir:

This is in response to the Office Action dated 10/21/04 and is being timely filed within the three month shortened statutory period for response.

Reconsideration and allowance of the application is respectfully solicited based on the remarks set forth herein.

**Amendments to the Specification** begin on page 3 of this paper.

**Amendments to the Drawings** begin on page 4 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 5 of this paper.

**Remarks/Arguments** begin on page 16 of this paper.

11/12/2004 MAHMED1 00000010 09737494

01 FC:2201 44.00 OP  
02 FC:2202 144.00 OP

**An Appendix including amended drawing figures is attached following the final page of this paper.**